

**GOVERNMENT OF PUDUCHERRY
OFFICE OF THE DISTRICT MAGISTRATE
PUDUCHERRY**

No. 1703/DRDM/DM/D2/2020/113

Dated: 21.10.2020

ORDER

Sub: DRDM – COVID-19 – Adherence of Standard Operating Procedure issued for re-opening of various activities and Standard Operating Procedures to contain spread of Covid-19 during festivities - Reg.

Ref: This Office Order No.1703/DM/D2/2020/49 dated 06.06.2020

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In the wake of Novel Corona Virus (COVID-19) outbreak, which has been declared as a Notified Disaster under the provision of Disaster Management Act, 2005, has prompted this Administration to take several preventive measures.

As per the directions of the Ministry of Home Affairs, Government of India, more activities were re-opened in a calibrated manner and Standard Operating Procedures for functioning of hotels/other hospitality services, restaurants, shopping malls, religious and other places of worship were issued vide reference third cited.

Ahead of festive season, gathering of large number of people in specified locations is expected and it is important that necessary preventive measures are followed and the Ministry of Health and Family Welfare Services, Government of India has also issued Standard Operating Procedures to contain spread of Covid-19 during festivities.

The Standard Operating Procedures are annexed herewith for strict adherence by the respective stake holders and any violation of the same will attract action under the provisions of Disaster Management Act, 2005 and Epidemic Act, 1897 apart from Penal actions.

The Enforcement Authorities shall ensure that the SOPs are strictly followed.



**(Dr. ARUN.T, IAS)
DISTRICT MAGISTRATE**

To

1. All concerned
2. The Senior Superintendent of Police (L&O) / Traffic, Puducherry
3. The Sub Divisional Magistrate, North / South
4. The Superintendent of Police, North / South /West / East
5. The Superintendent of Police, Traffic , North East / South West
6. The Commissioner, Dept. of Hindu Religious Institutions, Puducherry
7. The Director, Department of Information &Publicity, Puducherry ... for wide publicity
8. The Commissioners, Municipalities /Commune Panchayat
9. The Tahsildar, Taluk Office, Puducherry / Oulgaret / Villianur / Bahour

Copy to:

1. The Chief Secretary , Puducherry
2. The Development Commissioner, Puducherry
3. All Secretaries to Government, Puducherry
4. The P.S. to Hon'ble Lt. Governor, Puducherry
5. The P.S. to Hon'ble Chief Minister, Puducherry
6. The P.S. to All Hon'ble Ministers, Puducherry
7. Covid War Room

} For kind information

6th October, 2020

Government of India
Ministry of Health and Family Welfare
Directorate General of Health Services
(Emergency Medical Relief)

Standard Operating Procedures on preventive measures to contain spread of COVID-19 during festivities

1. Background

The months of October to December are time for festivities that witness gatherings of large number of people in specified locations for religious worship, fairs, rallies, exhibitions, cultural functions, processions etc. These events may last a day or a week or more. To prevent spread of COVID-19 infection, it is important that necessary preventive measures are followed for such events.

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at locations to prevent spread of COVID-19. No festivity events as enumerated in para 1 above will be allowed in Containment Zones.

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home. This applies to the event managers and staff as well.

The competent authority may implement additional measures within their jurisdiction as per their local assessment and in line with activities permitted by Ministry of Home Affairs (MHA) as per MHA orders issued under Disaster Management Act, 2005 from time to time.

3. Administrative requirements

The festivals, fairs, rallies, exhibitions, cultural functions, processions and plays/ concerts associated with these festivities are mass events. Hence the following administrative requirement are advised:

- i. Identify spatial boundaries and prepare a detailed site plan which would facilitate compliance with thermal screening, physical distancing, sanitization etc.
- ii. In case of events that run for days or weeks, the crowd density doesn't remain the same throughout and usually peaks around certain hours of the day and some previously known auspicious days. Planning for the event should specifically factor this so that crowds are regulated and managed to ensure physical distance and frequent sanitization.
- iii. In case of rallies and immersion processions the number of people should not exceed the prescribed limit and proper physical distancing and wearing of masks must be ensured. In any case, the number of such rallies and the distance covered by them may be kept within manageable limits.
- iv. Events such as rallies, and processions spread over long distances may require support of ambulance services.

- v. Events planned to last for many days or weeks such as exhibitions, fairs, puja pandals, ramlila pandals or concerts and plays should have adequate measures to ensure a cap on physical numbers. Staggered timings and restricted entry may be considered.
- vi. Volunteers should be appropriately stationed to ensure thermal scanning, physical distancing and wearing of masks.
- vii. The guidelines issued for theatre and cinema artists will apply to stage performers.
- viii. Adequate supplies of sanitizers, thermal guns and physical distancing floor markings to be ensured.
- ix. Pre-identification of space/ site in each event venue for isolation of suspect cases.
- x. Close circuit cameras etc. may be considered to monitor compliance of physical distance norms, wearing of masks at each venue.
- xi. In case of rallies and processions, route planning, identification of immersion sites, ensuring cap on numbers, physical distancing etc. must be planned beforehand and measures for enforcement outlined.
- xii. All events must plan for medical care arrangements with linkages to nearest hospitals to attend to health emergencies.

4. Generic preventive measures

The generic preventive measures that include simple public health measures are to be followed to reduce the risk of COVID-19. These measures need to be observed by all; the event managers, the organizational staff and the public visiting the festivities and are as follows:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to State and District Helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

5. All festivity events shall also ensure:

a) Planning of events

- i. A plan should be prepared well in advance about conduct of each activity (religious places, rallies, processions, cultural shows, fairs etc.), with all relevant stakeholders including event organizers, business owners, market associations, etc.
- ii. Festive events shall be permitted only outside the Containment Zones. Organizers/staff/visitors from Containment Zones shall not be permitted. People residing inside Containment Zones may be encouraged to observe all festivals inside their homes and not move out.

- iii. Keeping in view the physical distancing norms, event sites should have adequate floor area and proper markings at all locations which are likely to be visited by public.
- iv. Adequate manpower shall be deployed/ arranged by the organizers to ensure observance to physical distancing norms and other preventive measures at all times.
- v. Appropriate arrangements for personal protection gears like face covers/masks, and other logistic like hand sanitizers, soap, sodium hypochlorite solution for sanitizing frequently touched surfaces etc. shall be made available by event organizers/business owners for their staff as per requirements.
- vi. Adequate number of ticket counters shall be planned to facilitate compliance with physical distancing norms.
- vii. Event organizers/business owners may make suitable provisions for contact less payment.
- viii. A simple do's and don'ts advisory may be circulated / displayed prominently at each event venue.
- ix. Posters/standees/AV media on preventive measures from COVID-19 must be displayed prominently at the event sites.
- x. All event managers shall brief the stall owners/staff on the Standard Operating Procedures of Ministry of Health and Family Welfare in the context of COVID.
- xi. The event sites should have a designated isolation room/ space for isolating any person found symptomatic during events/shows/rallies, till such time that medical help is available.

b) Entry and exit to the event site

- i. Preferably multiple and separate entry and exits for visitors shall be ensured. The structure/space/venue for the event must also ensure adequate natural cross-ventilation.
- ii. Entrances to have mandatory hand hygiene and thermal screening provisions.
- iii. Only those staff and visitors who are free of symptoms shall be allowed inside the venue.
- iv. Anyone found symptomatic during thermal screening should be politely refused entry and advised to seek immediate medical care.
- v. All staff and visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn by all at all times while in public places.
- vi. Physical distance of a minimum of 6 feet, when queuing up for entry and inside the venue as far as feasible. Specific marking for the purpose may be done.
- vii. Proper crowd management inside and outside premises like parking lots, waiting areas, stalls and eateries etc. — duly following physical distancing norms shall be ensured.
- viii. For entry into the religious places, shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.

c) Movement within the event venue

- i. The number of visitors inside the event venue shall be restricted in accordance with the order issued by Ministry of Home Affairs from time to time.
- ii. Seating arrangement in the pandaals, food courts, shows etc. must ensure adequate physical distancing. Any shops, stalls, cafeteria etc., outside and within the premises too shall follow physical distancing norms at all times.
- iii. Arrangements for safe drinking water, if required, should be made (preferably with provision for disposable cups/glasses) in the event premises.
- iv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which emphasize that the (i) temperature setting of all air conditioning devices should be in the range of 24-

30°C, (ii) relative humidity should be in the range of 40- 70%, (iii) re-circulation of air to be avoided to the extent possible, (iv) intake of fresh air should be as much as possible and (v) cross ventilation should be adequate.

- v. In religious places, touching of statues/idols / holy books etc. shall not be allowed.
- vii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- viii. Community kitchens/langars / “Ann-daan”, etc. at event venue should follow physical distancing norms while preparing and distributing food.
- ix. Community kitchen managers and business owners of food outlets to ensure adherence to highest level of personal and environmental hygiene all the time, especially at the time of preparing, serving /eating meals and after disposal.

d) Sanitation and Hygiene

- i. Effective and frequent sanitation within the premises shall be maintained with particular focus on commonly touched surfaces/areas including lavatories, drinking and hand washing stations/areas.
- ii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (doorknobs, elevator buttons, handrails, que barricades, seats, benches, washroom fixtures, etc.) to be made mandatory in all public utility common areas.
- iii. Visitors and staff should be advised to dispose of used face covers / masks in covered bins available at the premises. The waste thus generated may be disposed of in accordance with the hazardous waste disposal guidelines.

e) SOP to be followed in case of a suspect case or person who develops symptoms during the conduct of the event

- iv. Place the ill person in a room or area where they are isolated from others.
- v. The person will remain isolated while wearing a mask/face cover till such time he/she is examined by a doctor.
- vi. If symptoms deteriorate, inform the nearest medical facility (hospital/clinic) or call the State or District Helpline.
- vii. A risk assessment shall be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- viii. Disinfection of the premises to be taken up if the person is found positive.

Government of India
Ministry of Health and Family Welfare

SOP on preventive measures in shopping malls to contain spread of COVID-19

1. Background

Shopping malls get frequented by large number of people for shopping, entertainment and food. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed.

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

Shopping malls in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

3. Generic preventive measures

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

4. All shopping malls shall ensure the following arrangements:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the shopping mall.
- iv. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- v. Staggering of visitors to be done, if possible.
- vi. Adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to facilitate work from home wherever feasible.
- viii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- ix. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- x. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xi. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- xiii. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xiv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xv. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the shopping mall as far as feasible.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-

70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

- xxi. Large gatherings/congregations continue to remain prohibited.
- xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxvi. In the food-courts:
 - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
 - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
 - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
 - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
 - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
 - f. Tables to be sanitized each time customer leaves.
 - g. In the kitchen, the staff should follow social distancing norms at work place.
- xxvii. Gaming Arcades shall remain closed.
- xxviii. Children Play Areas shall remain closed.
- xxix. Cinema halls inside shopping malls shall remain closed.
- xxx. In case of a suspect or confirmed case in the premises:
 - a. Place the ill person in a room or area where they are isolated from others.
 - b. Provide a mask/face cover till such time he/she is examined by a doctor.
 - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
 - e. Disinfection of the premises to be taken up if the person is found positive.

**Government of India
Ministry of Health and Family Welfare**

**SOP on preventive measures in Hotels and Other Hospitality Units
to contain spread of COVID-19**

1. Background

All hotels and other hospitality units must take suitable measures to restrict any further transmission of COVID-19 while providing accommodation and other tourist services. The SOP aims to minimize all possible physical contacts between Staff and Guests and maintain social distancing and other preventive and safety measures against COVID-19.

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in hotels and other hospitality units(*henceforth, 'hotels'*)to prevent spread of COVID-19.

Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

3. Generic preventive measures

(A) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.

(B) The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and guests) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

4. All Hotels shall ensure the following arrangements:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- iv. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- v. Staff should additionally wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vii. Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- x. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- xi. Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception.
- xii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- xiii. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xiv. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xv. Luggage should be disinfected before sending the luggage to rooms.
- xvi. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xvii. Guests should be advised not to visit areas falling within containment zone
- xviii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xix. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xx. Detailed guidelines issued for restaurants shall be followed.

- a. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
 - b. Disposable menus are advised to be used.
 - c. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
 - d. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
 - e. Buffet service should also follow social distancing norms among guests.
- xxi. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
 - xxii. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
 - xxiii. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
 - xxiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
 - xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
 - xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
 - xxvii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
 - xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
 - xxix. Rooms and other service areas shall be sanitized each time a guest leaves.
 - xxx. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
 - xxxi. In case of a suspect or confirmed case in the premises:
 - a. Place the ill person in a room or area where they are isolated from others.
 - b. Provide a mask/face cover till such time he/she is examined by a doctor.
 - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
 - e. Disinfection of the premises to be taken up if the person is found positive.

Government of India
Ministry of Health and Family Welfare

SOP on preventive measures in Restaurants to contain spread of COVID-19

1. Background

Given the current COVID-19 outbreak in India, it is important that restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing restaurant services.

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

3. Generic preventive measures

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (staff and patrons) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

4. All Restaurants shall ensure the following arrangements:

- i. Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- ii. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.
- iii. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- iv. Only asymptomatic staff and patrons shall be allowed.
- v. All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.
- vi. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- vii. Staggering of patrons to be done, if possible.
- viii. Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.
- ix. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.
- x. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- xi. Additional patrons to be seated in a designated waiting area with norms of social distancing.
- xii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- xiii. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xiv. Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.
- xv. Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.
- xvi. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.
- xvii. Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.
- xviii. Disposable menus are advised to be used.
- xix. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
- xx. Buffet service should also follow social distancing norms among patrons.
- xxi. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.

- xxii. Use of escalators with one person on alternate steps may be encouraged.
- xxiii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xxiv. Large gatherings/congregations continue to remain prohibited.
- xxv. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxvi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxvii. Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.
- xxviii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxix. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- xxx. Staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- xxxi. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
- xxxii. Tables to be sanitized each time customer leaves.
- xxxiii. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.
- xxxiv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- xxxv. In case of a suspect or confirmed case in the premises:
 - a. Place the ill person in a room or area where they are isolated from others.
 - b. Provide a mask/face cover till such time he/she is examined by a doctor.
 - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
 - e. Disinfection of the premises to be taken up if the person is found positive.

Government of India
Ministry of Health and Family Welfare

SOP on preventive measures to contain spread of COVID-19 in religious places/places of worship

1. Background

Religious places / places of worship get frequented by large number of people for spiritual solace. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed in such premises.

2. Scope

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at particular places to prevent spread of COVID-19.

Religious places/places of worship for public in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.

3. Generic preventive measures

Person above 65 years of age, persons with comorbidities, pregnant woman and children below the age of 10 years are advised to stay at home. Organisations managing the religious institutions to advise accordingly.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

4. All religious places shall also ensure:

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic persons shall be allowed in the premises.
- iii. All persons to be allowed entry only if using face cover/masks.
- iv. Posters/standees on preventive measures about COVID-19 to be displayed prominently. Audio and Video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- v. Staggering of visitors to be done, if possible.
- vi. Shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.
- vii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be organized.
- viii. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times
- ix. Specific markings may be made with sufficient distant to manage the queue and ensure social distancing in the premises.
- x. Preferably separate entry and exits for visitors shall be organized
- xi. Maintain physical distancing of a minimum of 6 feet at all times when queuing up for entry.
- xii. People should wash their hand and feet with soap and water before entering the premises.
- xiii. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xv. Touching of statues/idols / holy books etc. not to be allowed.
- xvi. Large gatherings/congregation continue to remain prohibited.
- xvii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- xviii. Avoid physical contact while greeting each other.
- xix. Common prayer mats should be avoided and devotees should bring their own prayer mat or piece of cloth which they may take back with them.
- xx. No physical offerings like Prasad/distribution or sprinkling of holy water, etc.to be allowed inside the religious place.
- xxi. Community kitchens/langars / “Ann-daan”, etc. at religious places should follow physical distancing norms while preparing and distributing food.
- xxii. Effective sanitation within the premises shall be maintained with particular focus on lavatories, hand and foot-washing stations/areas.

- xxiii. Frequent cleaning and disinfection to be maintained by the management of the religious place.
- xxiv. The floors should particularly be cleaned multiple times in the premises.
- xxv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxvi. In case of a suspect or confirmed case in the premises:
 - a. Place the ill person in a room or area where they are isolated from others.
 - b. Provide a mask/face cover till such time he/she is examined by a doctor.
 - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
 - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
 - e. Disinfection of the premises to be taken up if the person is found positive.